



# Administrative Support

Sample

## Corporate Training Materials

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# Preface

## What is Courseware?



Welcome to Corporate Training Materials, a completely new training experience!

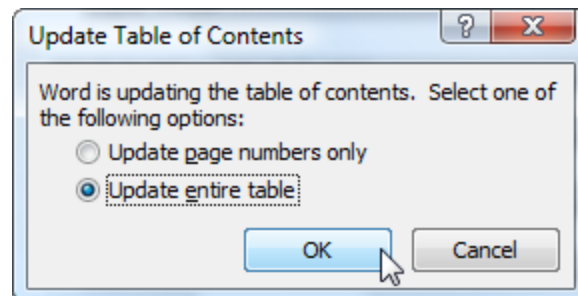
Our courseware packages offer you top-quality training materials that are customizable, user-friendly, educational, and fun. We provide your materials, materials for the student, PowerPoint slides, and a take-home reference sheet for the student. You simply need to prepare and train!

Best of all, our courseware packages are created in Microsoft Office and can be opened using any version of Word and PowerPoint. (Most other word processing and presentation programs support these formats, too.) This means that you can customize the content, add your logo, change the color scheme, and easily print and e-mail training materials.

## How Do I Customize My Course?

Customizing your course is easy. To edit text, just click and type as you would with any document. This is particularly convenient if you want to add customized statistics for your region, special examples for your participants' industry, or additional information. You can, of course, also use all of your word processor's other features, including text formatting and editing tools (such as cutting and pasting).

To remove modules, simply select the text and press Delete on your keyboard. Then, navigate to the Table of Contents, right-click, and click Update Field. You may see a dialog box; if so, click "Update entire table" and press OK.

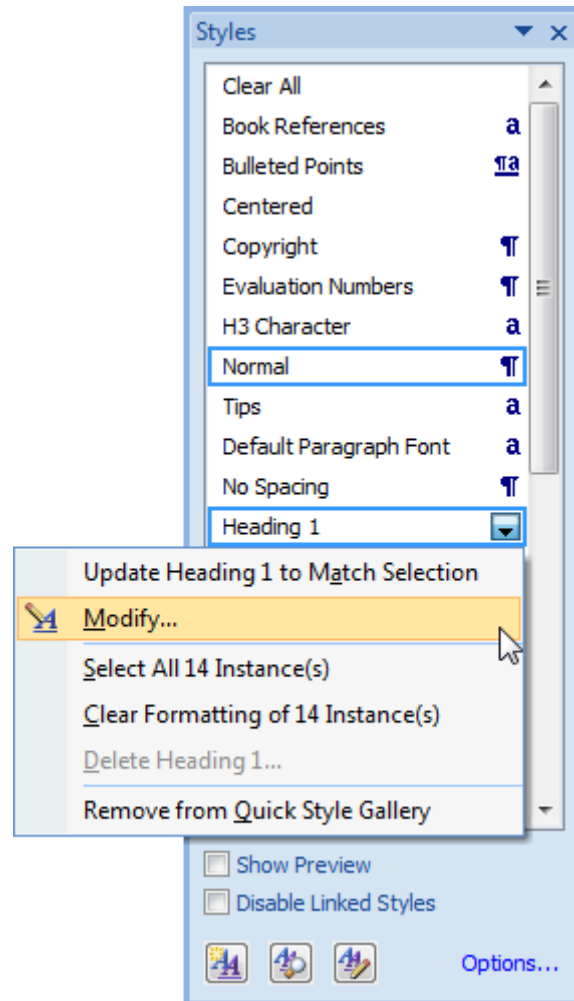


(You will also want to perform this step if you add modules or move them around.)

If you want to change the way text looks, you can format any piece of text any way you want. However, to make it easy, we have used styles so that you can update all the text at once.

If you are using Word 97 to 2003, start by clicking the Format menu followed by Styles and Formatting. In Word 2007 and 2010 under the Home tab, right-click on your chosen style and click Modify. That will then produce the Modify Style options window where you can set your preferred style options.

For example, if we wanted to change our Heading 1 style, used for Module Titles, this is what we would do:



Now, we can change our formatting and it will apply to all the headings in the document.

For more information on making Word work for you, please refer to [Word 2007 or 2010 Essentials](#) by Corporate Training Materials.

## Materials Required

All of our courses use flip chart paper and markers extensively. (If you prefer, you can use a whiteboard or chalkboard instead.)

We recommend that each participant have a copy of the Training Manual, and that you review each module before training to ensure you have any special materials required. Worksheets and handouts are included within a separate activities folder and can be reproduced and used where indicated. If you would like to save paper, these worksheets are easily transferrable to a flip chart paper format, instead of having individual worksheets.

We recommend these additional materials for all workshops:

- Laptop with projector, for PowerPoint slides
- Quick Reference Sheets for students to take home
- Timer or watch (separate from your laptop)
- Masking tape
- Blank paper

## Maximizing Your Training Power

We have just one more thing for you before you get started. Our company is built for trainers, by trainers, so we thought we would share some of our tips with you, to help you create an engaging, unforgettable experience for your participants.

- **Make it customized.** By tailoring each course to your participants, you will find that your results will increase a thousand-fold.
  - Use examples, case studies, and stories that are relevant to the group.
  - Identify whether your participants are strangers or whether they work together. Tailor your approach appropriately.
  - Different people learn in different ways, so use different types of activities to balance it all out. (For example, some people learn by reading, while others learn by talking about it, while still others need a hands-on approach. For more information, we suggest Experiential Learning by David Kolb.)
- **Make it fun and interactive.** Most people do not enjoy sitting and listening to someone else talk for hours at a time. Make use of the tips in this book and your own experience to keep your participants engaged. Mix up the activities to include individual work, small group work, large group discussions, and mini-lectures.
- **Make it relevant.** Participants are much more receptive to learning if they understand why they are learning it and how they can apply it in their daily lives. Most importantly, they want to know how it will benefit them and make their lives easier. Take every opportunity to tie what you are teaching back to real life.
- **Keep an open mind.** Many trainers find that they learn something each time they teach a workshop. If you go into a training session with that attitude, you will find that there can be an amazing two-way flow of information between the trainer and trainees. Enjoy it, learn from it, and make the most of it in your workshops.

And now, time for the training!

## **Icebreakers**

Each course is provided with a wide range of interactive Icebreakers. The trainer can utilize an Icebreaker to help facilitate the beginning of the course, as it helps “break the ice” with the participants. If the participants are new to each other, an icebreaker is a great way to introduce everyone to each other. If the participants all know each other it can still help loosen up the room and begin the training session on positive note. Below you will see one of the icebreakers that can be utilized from the Icebreakers folder.

## **Icebreaker: Friends Indeed**

### **Purpose**

Have the participants moving around and help to make introductions to each other.

### **Materials Required**

- Name card for each person
- Markers

### **Preparation**

Have participants fill out their name card. Then, ask participants to stand in a circle, shoulder to shoulder. They should place their name card at their feet. Then they can take a step back. You as the facilitator should take the place in the center of the circle.

### **Activity**

Explain that there is one less place than people in the group, as you are in the middle and will be participating. You will call out a statement that applies to you, and anyone to whom that statement applies must find another place in the circle.

Examples:

- Friends who have cats at home
- Friends who are wearing blue
- Friends who don't like ice cream

The odd person out must stand in the center and make a statement.

The rules:

- You cannot move immediately to your left or right, or back to your place.
- Let's be adults: no kicking, punching, body-checking, etc.

Play a few rounds until everyone has had a chance to move around.

## **Training Manual Sample**

On the following pages is a sample module from our Training Manual. Each of our courses contains twelve modules with three to five lessons per module. It is in the same format and contains the same material as the Instructor Guide, which is then shown after the Training Manual sample, but does not contain the Lesson Plans box which assists the trainer during facilitation.

The Training Manual can be easily updated, edited, or customized to add your business name and company logo or that of your clients. It provides each participant with a copy of the material where they can follow along with the instructor.



*The ability to simplify means to eliminate the unnecessary so that the necessary may speak.*

***Hans Hoffman***

### **Sample Module: Getting Organized**



Organization begins at your data entry points. Emails, voice mails, and interoffice mail are all channels that ebb and flow with information that require processing and organization. In this module we are going take a moment to see how these various entry points of information can be harnessed and used efficiently.

## Dealing with Email



Email is one of the largest sources of information you will have to deal with on a daily basis. Email is a useful tool if handled properly. It is common practice for an administrative assistant to be in charge of their manager's email inbox. This means you, as an assistant, have monitor twice as much email, and typically managers tend to have more emails than regular employees.

Although having emails make communication much easier, it does present some issues when it comes to organizing. Determining which emails are important or should be deleted places you in the position of making decisions for both you and you manager. You cannot approach you manager to ask if this email is important or not. That is why you are there. To have a technique that enables you to process emails systematically, allows for faster decision-making and organizing. Below is a quick and easy technique you should use to process emails more effectively.

The **READ** technique allows you to process emails in the following manner:

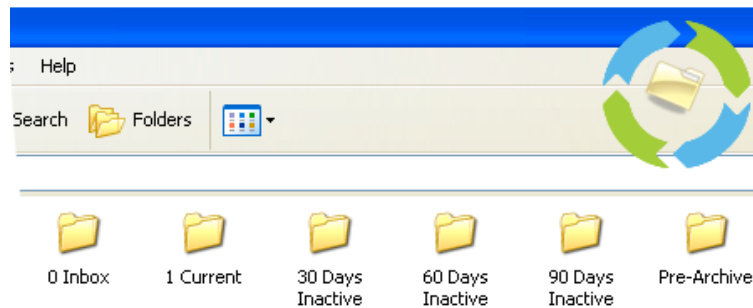
- **Read**
- **Evaluate**
- **Act**
- **Delete**

The Act step in the process is the most important. Here you determine the following:

- Do you reply to the sender?
- Do you relay this information to you manger?
- Do you resource this information for future reference?
- Do you reject the email and delete it?

## Managing Electronic Files

Major file folder structure:



Storing electronic files is so easy, but could create a haven for outdated and unorganized documents. Many people take the same approach with electronic folders like regular physical file folders and use them as place to hold every document, saving them for just-in-case. This is not the best strategy, because memory space on the server or your computer is usually a limited commodity. Enormous data files slow your system down and create a vast sea of files to manage.

Another issue with electronic files is the organization. Having endless files filled with randomly named documents slows you down when you need to search for a particular document. Without a file naming strategy, you will most likely have to rely on your memory for retrieval, which is another time waster. Taking the time to set up your folders and naming both files and documents with a systematic format makes organizing and searching for your files and documents less painstaking.

Having a filing strategy that manages your file size and facilitates faster retrieval is the goal. Moving files through phases of inactivity helps you determine when to archive your data to an external media like a disk or thumb drive. Finally, naming your documents with a uniform pattern allows you to use the search function on your computer more effectively, taking away the need to rely on your memory.

The method presented here is a recommendation. You certainly can modify this to fit your individual needs and circumstance.

Just remember the following when developing your own strategy:

- Make it consistent
- Use your computer's file search function
- Make it time sensitive
- Place your archive material on an external medium

## Keeping Track of the Paper Trail



Even in our electronic age, we still have to contend with paperwork. You may receive letters from customers, invoices, or contracts. Being an assistant, you will need to manage and keep track of all the paper work that is circulating around your desk.

Often times, you will need to act on the paper work and send it to other departments like accounting. Other times you may need to produce a report and have it ready on a certain day for your manager. Having an organized method of tracking your paper work at your desk helps to reduce missed deadlines and lost paper work.

A good practice is to create a filing system, using either a tradition file cabinet at your desk or a Pendaflex folder. The strategy here is to stage out the paperwork over the course of the week. You will need an inbox, five folders for each day of the week, a folder for next week's work, outbox and a red rush folder.

Place inbox in a conspicuous area on your desk. Review the paper work in the inbox and determine what day you intend to work on the item. Place the item in the corresponding day of the week. If you determine it does not need to be done this week, place it in the Next Week's folder. As you process the work each day, either file the documents you do not need to send out or place the document in the Outbox for sending in the mail or interoffice system.

Note: The outbox concept will be elaborated more in the lesson for organizing your workspace in the next module.

Use the Red Rush folder as a communication piece for between you and your manager, when an urgent document needs to be addressed. This takes precedence over other jobs. Finally, at the beginning of the new work week, review your Next Week's folder and your Inbox and plan out your work for this week.

Applying this strategy consistently is essential to its effectiveness.

## Making the Most of Voice Mail

Voice mail could be the most abused form of communication known to man. There are countless ways this could be accomplished. Here is a list of possible offenses:



- Caller hears voice mail greeting and waits until the beep to hang up, leaving a recording of the hang up.
- Caller leaves a message to call back with no background information.
- Caller is obviously unprepared to leave a message and is thinking out loud and rambling on and on.
- Caller begins leaving information without first warning you, causing you to have to replay the message
- Caller leaves way too much information in their message.
- Caller lacks common courtesies like please and thank you.

These are just some of the abuses committed when leaving a voice mail. Voice mails should be well planned and professional. You may be asked to leave a message for a senior vice president or important client. Being prepared is the key to well executed voice mails.

Taking a systematic approach to making phone calls and leaving voice mails will make the process more efficient and make the best use of the time you are investing in making that call.

Here are some steps you can take to ensure you are making the most out of your voice mail:

- Plan times during the day to make your calls instead of being random.
- Before you make your calls summarize the nature of each call and write it down.
- Have a prepared greeting with your name, time of day and contact information
- Make your message short
- Before giving instructions or information the recipient has to write down, tell them to get a pen ready and pause for a few seconds so they can prepare.
- Always be professional and use common courtesies.

## **Instructor Guide Sample**

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box. Each Instructor Guide and Training Manual mirrors each other in terms of the content. They differ in that the Instructor Guide is customized towards the trainer, and Training Manual is customized for the participant.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor train that particular lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.

*The ability to simplify means to eliminate the unnecessary so that the necessary may speak.*

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## **Sample Module: Getting Organized**



Organization begins at your data entry points. Emails, voice mails, and interoffice mail are all channels that ebb and flow with information that require processing and organization. In this module we are going to take a moment to see how these various entry points of information can be harnessed and used efficiently.

## Dealing with Email

<b>Estimated Time</b>	10 Minutes
<b>Lesson Objective</b>	To identify the steps in the R-E-A-D technique on how to handle emails.
<b>Lesson Summary</b>	<p>The four steps to handling email in the R-E-A-D technique are:</p> <ol style="list-style-type: none"> <li>1. Read the email <ul style="list-style-type: none"> <li>• As soon as you can</li> </ul> </li> <li>2. Evaluate the content <ul style="list-style-type: none"> <li>• Who sent it</li> <li>• To whom is it addressed</li> <li>• Is it time sensitive</li> <li>• Does it require action</li> </ul> </li> <li>3. Act on the information <ul style="list-style-type: none"> <li>• Reply</li> <li>• Relay</li> <li>• Resource</li> <li>• Reject</li> </ul> </li> <li>4. Delete <ul style="list-style-type: none"> <li>• Keep your email inbox uncluttered</li> </ul> </li> </ol>
<b>Materials Required</b>	<p>Handout: READ Job Aid</p> <p>Set One: 20 sample emails</p> <p>Set Two: 20 sample emails (different from set one)</p>
<b>Planning Checklist</b>	<p>Have enough job aides for each participant.</p> <p>Have enough Set One and Set Two email packets for each group</p>
<b>Recommended Activity</b>	<p>In small groups, distribute Set One emails and instruct the groups to handle them as they see fit. Give them two minutes to complete</p> <p>Next, distribute READ job aid and Set Two emails to each group. Give them two minutes.</p> <p>Once done, debrief by getting feedback on how the groups felt handling emails without a specific technique.</p>
<b>Stories to Share</b>	On average, a person receives 304 business emails a day. This does not



	include the average 274 personal emails we read at home and sometimes at work. That is a lot of information to process.
<b>Delivery Tips</b>	Make sure groups have a maximum of four participants each.



Email is one of the largest sources of information you will have to deal with on a daily basis. Email is a useful tool if handled properly. It is common practice for an administrative assistant to be in charge of their manager's email inbox. This means you, as an assistant, have monitor twice as much email, and typically managers tend to have more emails than regular employees.

Although having emails make communication much easier, it does present some issues when it comes to organizing. Determining which emails are important or should be deleted places you in the position of making decisions for both you and you manager. You cannot approach you manager to ask if this email is important or not. That is why you are there. To have a technique that enables you to process emails systematically, allows for faster decision-making and organizing. Below is a quick and easy technique you should use to process emails more effectively.

The **READ** technique allows you to process emails in the following manner:

- **Read**
- **Evaluate**
- **Act**
- **Delete**

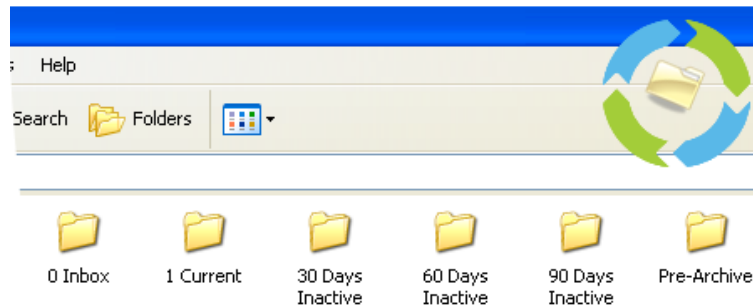
The Act step in the process is the most important. Here you determine the following:

- Do you reply to the sender?
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- Do you reject the email and delete it?

## Managing Electronic Files

<b>Estimated Time</b>	10 Minutes
<b>Lesson Objective</b>	To understand how developing a file and document naming strategy and time-sensitive filing reduces search time and file clutter.
<b>Lesson Summary</b>	<p>The key to managing files and documents is to develop a naming strategy that is consistent and searchable In addition, use a major file format that is structured by time.</p> <ul style="list-style-type: none"><li>• Develop a naming strategy for files and documents<ul style="list-style-type: none"><li>○ For files: date opened and Name<ul style="list-style-type: none"><li>▪ (ex. MMDDYY Jones account)</li></ul></li><li>○ For documents: date received, name and document type<ul style="list-style-type: none"><li>▪ (ex. MMDDYY Jones Account Proposal)</li></ul></li></ul></li><li>• Structure major files by increments of time related to inactivity<ul style="list-style-type: none"><li>○ In Box: rename document and move to current work folder</li><li>○ Current folder: files containing documents less than 30 days old</li><li>○ 30, 60, and 90-Days Inactive folder: move files into these folders according to their inactivity</li><li>○ Pre-archive folder: files greater than 90 days inactive. Delete any irrelevant documents and archive the rest on a disk</li></ul></li></ul>
<b>Materials Required</b>	Visual representation of file structure on power point Handout: Electronic Files Worksheet
<b>Planning Checklist</b>	Test projector before class Print enough electronic files worksheets for all participants
<b>Recommended Activity</b>	Display the power point with the folder structure model. Have participants work in pairs and complete worksheet
<b>Delivery Tips</b>	Explain model on power point before going into activity.

Major file folder structure:



Storing electronic files is so easy, but could create a haven for outdated and unorganized documents. Many people take the same approach with electronic folders like regular physical file folders and use them as place to hold every document, saving them for just-in-case. This is not the best strategy, because memory space on the server or your computer is usually a limited commodity. Enormous data files slow your system down and create a vast sea of files to manage.

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Just remember the following when developing your own strategy:

- Make it consistent
- Use your computer's file search function
- Make it time sensitive
- Place your archive material on an external medium

## Keeping Track of the Paper Trail

<b>Estimated Time</b>	10 Minutes
<b>Lesson Objective</b>	To understand a system of organizing paperwork at your desk.
<b>Lesson Summary</b>	<p>Create a paper-organizing strategy that uses the following tools:</p> <ul style="list-style-type: none"><li>• An inbox,</li><li>• A folder for each day of the business week</li><li>• A folder for holding work for next week</li><li>• An outbox</li><li>• A red rush folder</li></ul>
<b>Materials Required</b>	Flip chart and Markers
<b>Planning Checklist</b>	<p>Be familiar with the lesson summary above</p> <p>Be familiar with the questions below for sharing activity</p>
<b>Recommended Activity</b>	<p>Have participants form table teams of at least four participants each.</p> <p>Ask the teams to responds to the following:</p> <ul style="list-style-type: none"><li>• What are some challenges you face in keeping your paperwork organized?</li><li>• What are best practices you can share on how to handle paperwork?</li></ul> <p>Have teams share their answers and write them down on the flip chart.</p> <p>Debrief the activity by sharing the system of organizing paper work as described in the lesson summary.</p>
<b>Stories to Share</b>	Personal experiences, anecdotes, parables, etc that an experienced trainer may include with the topic.
<b>Delivery Tips</b>	Have table teams elect a leader to share table team's responses to questions.



Even in our electronic age, we still have to contend with paperwork. You may receive letters from customers, invoices, or contracts. Being an assistant, you will need to manage and keep track of all the paper work that is circulating around your desk.

Often times, you will need to act on the paper work and send it to other departments like accounting. Other times you may need to produce a report and have it ready on a certain day for your manager. Having an organized method of tracking your paper work at your desk helps to reduce missed deadlines and lost paper work.

A good practice is to create a filing system, using either a tradition file cabinet at your desk or a Pendaflex folder. The strategy here is to stage out the paperwork over the course of the week. You will need an inbox, five folders for each day of the week, a folder for next week's work, outbox and a red rush folder.

Place inbox in a conspicuous area on your desk. Review the paper work in the inbox and determine what day you intend to work on the item. Place the item in the corresponding day of the week. If you determine it does not need to be done this week, place it in the Next Week's folder. As you process the work each day, either file the documents you do not need to send out or place the document in the Outbox for sending in the mail or interoffice system.

Note: The outbox concept will be elaborated more in the lesson for organizing your workspace in the next module.

Use the Red Rush folder as a communication piece for between you and your manager, when an urgent document needs to be addressed. This takes precedence over other jobs. Finally, at the beginning of the new work week, review your Next Week's folder and your Inbox and plan out your work for this week.

Applying this strategy consistently is essential to its effectiveness.

## Making the Most of Voice Mail

<b>Estimated Time</b>	10 Minutes
<b>Lesson Objective</b>	To understand the steps to planning an effective voice mail message.
<b>Lesson Summary</b>	<p>Here are some basic steps in planning your voice mail</p> <ul style="list-style-type: none"><li>• Plan a time in the day to make your calls all at once.</li><li>• Write a brief plan for all your calls in case you need to leave a message<ul style="list-style-type: none"><li>○ Leave name, time of day, and contact information</li><li>○ Make your message short</li><li>○ If recipient is to act on your message, leave enough information to avoid a call back</li><li>○ If you are relaying information pause so that the recipient is able to prepare for writing down information</li><li>○ Remember to use common courtesies and use a pleasant tone.</li></ul></li></ul>
<b>Materials Required</b>	<p>Handout: Poorly Executed Voice Mail Message</p> <p>Handout: Well Executed Voice Mail Message.</p> <p>Flip chart and Markers</p>
<b>Planning Checklist</b>	<p>Print enough handouts of both samples for all participants.</p> <p>Be familiar with each sample.</p>
<b>Recommended Activity</b>	<p>Give participants handouts and have them write down the pros and cons of each sample.</p> <p>Encourage participants to share their thoughts and jot them on flip chart</p>
<b>Stories to Share</b>	<p>Have you ever received a voice mail from a person who clearly did not plan the call? You get to hear them thinking out loud for about a minute or two, then they say in a hurry, "Just call me back!" How frustrating is that?</p>
<b>Delivery Tips</b>	<p>Review the poorly executed sample before the well-executed.</p>

Voice mail could be the most abused form of communication known to man. There are countless ways this could be accomplished. Here is a list of possible offenses:



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- Have a prepared greeting with your name, time of day and contact information
- Make your message short
- Before giving instructions or information the recipient has to write down, tell them to get a pen ready and pause for a few seconds so they can prepare.
- Always be professional and use common courtesies.

## **Activities**

During the facilitation of a lesson Worksheet or Handout may be utilized to help present the material. If a lesson calls for a Worksheet or Handout it will be listed in the Lesson Plan box under Materials Required. The trainer can then utilize the Activities folder for the corresponding material and then provide it to the participants. They are all on separate Word documents, and are easily edited and customized.

Below you will see the Worksheets or Handouts that are utilized during the training of the above lesson. They are located in the Activities folder and can be easily printed and edited for the participants.



## Sample Worksheet: READ Job Aid

### 5. **Read** the email

- As soon as you can



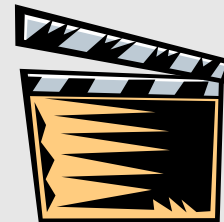
### 6. **Evaluate** the content

- Who sent it
- To whom is it addressed
- Is it time sensitive
- Does it require action



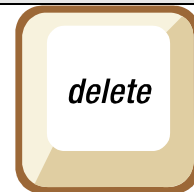
### 7. **Act** on the information

- Reply
- Relay
- Resource
- Reject



### 8. **Delete**

- Keep your email inbox uncluttered



## Sample Worksheet: Electronic Files Worksheet

Today's Date is November 15, 20XX



Image faxed received on  
October 12, 20XX



Inbox



Sales report last viewed on  
September 8, 20XX



Current



Email attachment of expense  
report dated August 2, 200XX



30 Days



Meeting notes completed on  
November 10, 20XX



60 Days



Employee evaluation performed  
on June 1, 200XX



90 Days



Email attachment of compliance  
recommendations received  
today



Pre-Archive



Email attachment of Industry  
report received July 15, 200XX



Archive

## Sample Worksheet: Poorly Executed Voice Mail

This is a message left on voice mail. Figure out what improvements you could make to make the message more efficient.

Beep!

*Hey! I wanted to ask you a question about an account I am reviewing. Give me a call back when you get this message. I am not at my desk, so call me at 123-456-7788, extension 45688. Bye.*

## Sample Worksheet: Well Executed Voice Mail

Here is another voice mail message. Identify some best practices you hear in this message.

Beep!

*Good morning Melissa, this is John in accounting and it is 9:30 AM. I have a past due invoice from one of our supplier accounts. It looks like you bought supplies two months ago and I need to know the items you bought. If you have the list please fax it to me. You may want to get a pen and paper to write my fax number down (pause). My fax number is 123-4567. If you do not recognize this invoice, please give me a call. I am not at my desk today, so you may need your pen and paper again to take this number down (pause). You can reach me at 123-654-7899, extension 45668. Thank you and have a good morning.*

## **Quick Reference Sheets**

Below is an example of our Quick reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date.

They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.

# Administrative Support

## Making the Most of Voice Mail

- Caller hears voice mail greeting and waits until the beep to hang up, leaving a recording of the hang up.
- Caller leaves a message to call back with no background information.
- Caller is obviously unprepared to leave a message and is thinking out loud and rambling on and on.
- Caller begins leaving information without first warning you, causing you to have to replay the message
- Caller leaves way too much information in their message.
- Caller lacks common courtesies like please and thank you.



## Keeping Your Workspace Organized

- Only place books, binders, and other reference materials on your desk that you use on a weekly basis. All other infrequently used materials should be placed in a drawer or cabinet.
- Keep personal effects to a minimum on your desk. Perhaps one or two photos of your family, favorite sports team or pet are enough to personalize your area.
- Create a landing place where you will begin processing work either from left to right or vice versa. This work could come from your paper trail folder system mentioned earlier or just work you have to complete.
- Move your first task to the middle of your desk where your computer and other office supplies are neatly organized in trays or holders.
- Once the work is complete, place them in one of four trays at the other end of your desk. These trays are your Outboxes mentioned earlier in the last module on organizing the paper trail.
- Mark your trays “To be filed”, “To be mailed”, and “To be reviewed” or “Pending information.”



## Listening and Hearing: They Aren't the Same

- Disengage from whatever you are doing and face the person
- Do not answer the phone when it rings, unless this one you were waiting for and ask the person if you could answer the phone
- Use a note pad to jot important things down
- Summarize the conversation
- Keep eye contact
- Ask questions
- Avoid thinking ahead or focusing on what you are going to say next



## **Certificate of Completion**

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.

# CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course*

*Administrative Support*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_



## **PowerPoint Sample**

Below you will find the PowerPoint sample. The slides are based on and created from the Training Manual. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.

## Sample Module: Getting Organized

Organization begins at your data entry points.

Emails, voice mails, and interoffice mail are all channels that ebb and flow with information that require processing and organization.

The ability to simplify means to eliminate the unnecessary so that the necessary may speak.

Hans Hoffman



## Dealing with Email

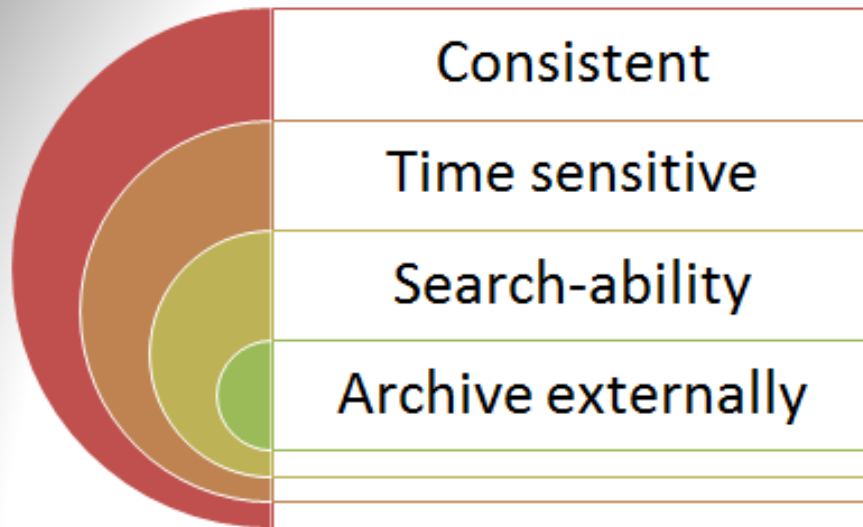
Read

Evaluate

Act

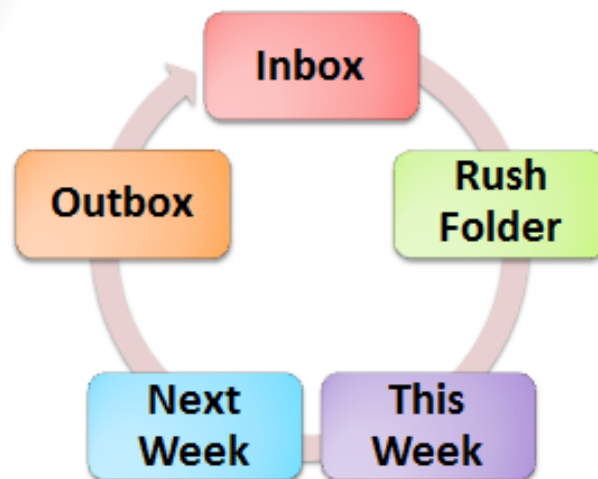
Delete

## Managing Electronic Files



## Keeping Track of the Paper Trail

The strategy here is to stage out the paperwork over the course of the week.



## Making the Most of Voice Mail

Always be professional



Use common courtesies



Use notes for important issues



Have a prepared greeting



Make your message short

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